



Welcome to your new Cigna Healthcare plan!

Dear TCN Member,

As part of The Corps Network, Cigna HealthcareSM will be your medical insurance provider. Your plan gives you comprehensive, easy to use coverage which is compliant with the Affordable Care Act (ACA). This means you'll have access to affordable, quality health care that's simple to use.

For **questions about your Cigna Healthcare plan coverage**, including which health care providers will be in-network, you can call us at any time:

- Before September 1, 2026, contact us at 1-800-564-7642.
- On or after September 1, 2026, call Customer Service at 1-800-244-6224.

Both numbers will connect you to a Customer Service Advocate 24/7, including holidays.

Your ID card is available online at the myCigna[®] website or mobile app.¹ Register for an account at www.myCigna.com or download the mobile app.² On myCigna.com, look for the ID card link at the top right corner of your myCigna.com dashboard. We won't be mailing ID cards, so make sure to print your ID card if you want a physical copy.

Lower Cost Options for Care

Your medical plan is designed so that telemedicine through **MDLIVE[®]** is convenient and a lower cost copay option³ – and can be accessed 24/7/365. Log in at www.mycigna.com and visit the “Find Care & Costs” tab to start your search for a provider.

Here are some tips new customers find helpful:

- **ID Card** - You can use your new Cigna ID card for all covered medical services starting September 1, 2026. Please show your new ID card at the pharmacy as the Rx information on your card has changed.
- **Online Access** - Sign up at www.myCigna.com to manage your health plan. At www.myCigna.com, you can print ID cards, check a claim status, find in-network providers, estimate costs for covered services and prescriptions, manage your home delivery prescriptions, and much more. You can also download the myCigna.com mobile app (phone/tablet) to access your account when it's convenient for you.
- **Emergency Room Alternatives** - Remember that the emergency room is often the most expensive place to seek care. Use your www.myCigna.com app to find an urgent care or primary care office convenient for you.
- **Prescription Home Delivery** - For current prescriptions – it's easy to move them to Express Scripts Pharmacy[®]. Just call 800.835.3784 and have your doctor's contact information and prescription medication name(s) and dosage(s) ready. Express Scripts Pharmacy[®] will do the rest.
- **Prescription Information** - If you need to get medical services once your plan is active, but haven't downloaded your ID card yet, here are your plan details:
 - Group Number: 3338030
 - Member ID: Use your SSN until you receive your Cigna ID number
 - RxBIN: 017010
 - RxPCN: 0215COMM

[Continued on Page 2]

All disclosures appear at the end of this letter.

Throughout the year we'll send you updates and resources about important health topics, including exercise, healthy eating and preventive care. We will partner with you to help improve your overall health.

Questions or concerns?

We're happy to help! Call us toll-free at 1.800.Cigna24 (1.800.244.6224). Customer Service Advocates are available 24/7. If you have a hearing or speech impairment and use Telecommunications Relay Services (TRS) or a Text Telephone (TTY), dial 711 to connect with a TRS operator. Translation services are available at no cost to you in 140 languages.

Para información en Español, por favor llame al numero telefónico que aparece en su tarjeta o al 1.800.244.6224 (Customer Service) y pida hablar con un representante que hable Español.

Sincerely,

Your Cigna Healthcare Service Team

1. App/online store terms and mobile phone carrier/data charges apply.
2. Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com.
3. Cigna Healthcare provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and all services may not be available in all areas; subject to state regulations. Referrals are not required. Video may not be available in all areas or with all providers. Refer to plan documents for complete description of virtual care services and costs.
4. Patient experience, quality designations, cost-efficiency and other ratings found in Cigna Healthcare's online provider directories are a partial assessment of quality and should not be the only basis for decision-making (as such measures have a risk of error). They are not a guarantee of the quality of care that will be provided to individual patients. Individuals are encouraged to consider all relevant factors and talk with their physician about selecting a health care facility. Providers are solely responsible for any treatment provided and are not agents of Cigna Healthcare.

All Cigna Healthcare products and services are provided exclusively by or through operating subsidiaries of The Cigna Group.

The Cigna Healthcare name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc. © 2024 Cigna Healthcare.